

Claims

1. A computer based method for authoring case bases related to a work machine, the case bases
5 being comprised of diagnostic information and processes related to the work machine, including the steps of:

as a function of input from an author, authoring a case base;

10 providing an external source containing service information related to the work machine; and,

as a function of input from the author, providing a link within the case base to related information contained in the external source.

15

2. A computer based method, as set forth in claim 1, including the step of authoring at least one system functional test, as a function of input from the author.

20

3. A computer based method, as set forth in claim 1, including the step of authoring at least one diagnostic procedure, as a function of input from the author.

25

4. A computer based method, as set forth in claim 1, including the step of delivering the case base electronically for publication.

30

5. A computer based method, as set forth in claim 4, including the step of publishing the case base in at least one of the following forms: paper,

computer readable media, and on-line.

6. A computer based method, as set forth
in claim 1, including the step of delivering the case
5 base to a diagnostic delivery system.

7. A computer based method, as set forth
in claim 6, including the step of receiving feedback
from the diagnostic delivery system and wherein the
10 feedback is incorporated into future case bases.

8. A computer based method, as set forth
in claim 1, including the step of delivering the case
base to a service advisor.
15

9. A computer based method, as set forth
in claim 8, including the step of receiving feedback
from the service advisor and wherein the feedback is
incorporated into future case bases.
20

10. A computer based method for authoring
case bases related to a work machine, the case bases
being comprised of diagnostic information and
processes related to the work machine, including the
25 steps of:

as a function of input from an author,
authoring a case base;

providing an external source containing
service information related to the work machine;

30 as a function of input from the author,
providing a link within the case base to related
information contained in the external source; and,

17. A computer based method, as set forth in claim 16, including the step of displaying the link in the additional information text box.

5

18. A computer based method for authoring case bases related to a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, including the steps of:

10

as a function of input from an author, authoring a case base;

authoring at least one of a system functional test and a diagnostic procedure, as a function of input from the author.

15

providing an external source containing service information related to the work machine;

as a function of input from the author, providing a link within the case base to related information contained in the external source;

20

delivering the case base electronically for publication;

delivering the case base to one of a diagnostic delivery system and a service advisor;

25

and,

receiving feedback from the one of a diagnostic delivery system and a service advisor and wherein the feedback is incorporated into future case bases.

30

19. A computer based system for authoring case bases related to a work machine, comprising:

20. A computer based system, as set forth
10 in claim 19, wherein the diagnostic reasoning
authoring tool includes a diagnostic authoring tool
for authoring at least one system functional test, as
a function of input from the author.

20

25

23. A computer based system, as set forth in claim 19, the diagnostic reasoning authoring tool being adapted to publish the case base in at least one of the following forms: paper, computer readable media, and on-line.

5

10

15

20

25

30

a graphical user interface for operation by the author.

29. A computer based system, as set forth
5 in claim 28, including an attachment utility screen
for operation by the author to create the link.

30. A computer based system, as set forth in claim 29, including a tabbed window pane having a plurality of tabs, wherein selection of one of the tabs results in a respective one of a plurality of panels being displayed in the tabbed window pane.

31. A computer based system, as set forth
15 in claim 30, wherein each of the plurality of tabs
corresponds to one of a plurality of attachment types.

32. A computer based system, as set forth in claim 31, including an insert button and an additional information text box on the attachment utility screen, wherein the link into the case base in response to actuation of the insert button by the author and is displayed in the additional information text box.

33. A computer based system for authoring case bases related to a work machine, comprising:

an external source containing service information related to the work machine;

5 a diagnostic reasoning authoring tool for authoring a case base, the diagnostic reasoning authoring tool containing an attachment utility for providing a link, based on input from an author, to related information in the external source, the
10 diagnostic reasoning authoring tool also includes a diagnostic authoring tool for authoring at least one system functional test, as a function of input from the author, wherein the diagnostic reasoning authoring tool further includes a diagnostic authoring tool for
15 authoring at least one diagnostic procedure, as a function of input from the author;

means for delivering the case base electronically for publication; and,

means for delivering the case base to one of
20 a diagnostic delivery system and a service advisor and for receiving feedback from the one of the diagnostic delivery system and the service advisor and incorporating the feedback into future case bases, as a function of input from the author.

25

34. A computer program product for authoring case bases related to a work machine, the case bases being comprised of a process for diagnosing and performing operations relative to the work
30 machine, the computer program product comprising a computer usable storage medium having computer readable program code means embodied in the medium,

computer readable program code means for authoring a case base, as a function of input from an author;

computer readable program code means for
providing a link within the case base to related
10 information contained in the external source, as a
function of input from the author.

36. A computer program product, as set forth in claim 34, including computer readable program code for authoring at least one diagnostic procedure, as a function of input from the author.

38. A computer program product, as set forth in claim 37, including computer readable program code for publishing the case base in at least one of the following forms: paper, computer readable media, and on-line.

5

10

15

20